Print Services Client
Version 1.0

User's Guide

Pub No. SE-IE-1360-V1

ENG

How This Manual Is Organized

This manual describes the procedures for using Print Services Client.

Chapter 1 Print Services Client (p. 1-1)

Chapter 2 Installation and Setup (p. 2-1)

Chapter 3 Job Management (p. 3-1)

Chapter 4 Change Settings Function (p. 4-1)

Chapter 5 Appendix (p. 5-1)

- The information in this manual is subject to change without notice.
- Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.
- The contents of this manual shall not be reproduced without the prior consent of Canon.

Contents

How This Manual Is Organized ii

Preface v

How To Use This Manual v

Notations Used in This Manual v

Keys Used in This Manual v

Displays Used in This Manual vi

Abbreviations Used in This Manual vi

Trademarks vii

Chapter 1 Print Services Client

Overview of Print Services Client 1-2

System Requirements 1-3

System Configuration 1-4

Chapter 2 Installation and Setup

Login Services 2-2

Authentication Services of MEAP-compatible Canon Devices 2-2

Types of Authentication Services 2-3

Flow of Login Service Settings 2-4

Installation and Setup Flow 2-5

Starting and Closing SMS 2-6

Starting and Logging In to SMS 2-6

Logging Out from SMS 2-10

Installing and Uninstalling Print Services Client 2-11

Installation 2-12

Uninstallation 2-13

Starting and Stopping an Application 2-15

Starting an Application 2-15

Stopping an Application 2-16

Confirming Application Details 2-17

Confirming Print Services Client Settings 2-18

Chapter 3 Job Management

Logging In and Logging Out 3-2
- Logging In 3-2
- Logging Out 3-3
- How the Main Menu Screen Is Organized 3-4

Stored Job Management 3-8
- Displaying a List of Stored Jobs 3-8
- Displaying Stored Job Details 3-10
- Displaying Stored Job Status 3-12
- Printing a Stored Job 3-13
- Changing Print Settings and Printing 3-15
- Canceling Printing 3-18
- Deleting a Stored Job 3-19

Chapter 4 Change Settings Function

Changing the Settings 4-2
- Logging In to the Management Console 4-2
- Downloading the Settings File 4-4
- Uploading the Settings File 4-5
- Changing the Settings 4-6
- Logging Out from the Management Console 4-10
- Changing the Management Console Password 4-11
- Changing the Display Language for Management Console 4-12

Chapter 5 Appendix

List of Error Messages 5-2
- Print Services Client Operations 5-2
- Management Console Error Messages 5-4
- PullPrint Service Provider Error Messages 5-7

Limitations 5-8
- Login 5-8
- Event Notification when Operating the Touch Panel Display 5-8
- Canon Business Imaging Online Access Time-Out 5-8
- Displayed Characters 5-8
- Displays 5-8
- AMS (Access Management System) Compatibility 5-9

MEAP Resource Use 5-10

Preface

Thank you for purchasing Print Services Client. Please read this manual thoroughly before operating the application to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

How To Use This Manual

Notations Used in This Manual

The following notations are used in this manual to explain procedures and restrictions.

IMPORTANT
Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine.

NOTE
Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

Keys Used in This Manual

The following button names are a few examples of how buttons to be clicked are expressed in this manual:

- Buttons on Computer Operation Screens: [Button Name]

  - Example: [Setup]

    [OK]

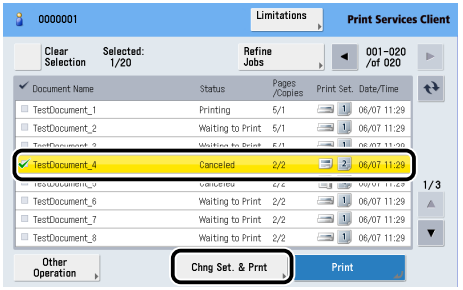
Displays Used in This Manual

The computer operation screenshots and Canon device touch panel display screenshots may differ from those you actually see, depending on the system environment you are using.

The buttons which you should click or press are marked with a ( ), as shown below. When multiple buttons are used for an operation, all buttons are marked.

2

Select the job to print → press [Chng Set. & Prnt].



Abbreviations Used in This Manual

In this manual, product names are abbreviated as follows:

imageRUNNER ADVANCE:	iR-ADV

Trademarks

MEAP and the MEAP logo are trademarks of Canon Inc.

Windows and the Windows logo are trademarks or registered trademarks of Microsoft Corporation in the U.S. and/or other countries.

Other product and company names herein may be the registered trademarks or trademarks of their respective owners.

1 CHAPTER

Print Services Client

Print Services Client enables you to use PullPrint Service Provider to manage jobs stored in Canon Business Imaging Online from the touch panel display of a MEAP-compatible Canon device.

This chapter provides an overview of Print Services Client.

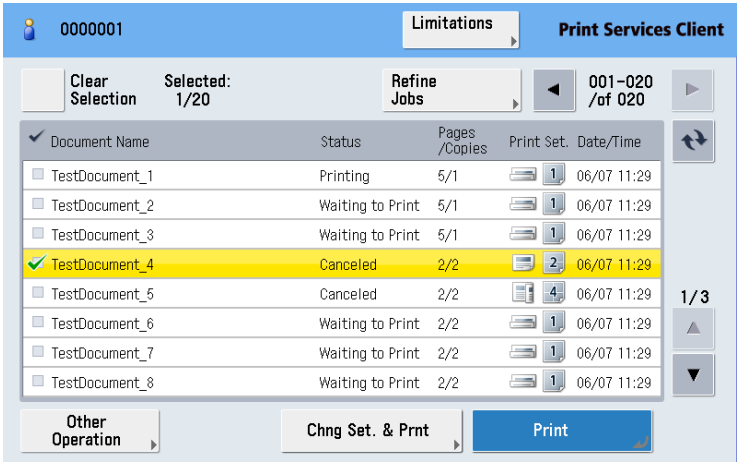
Overview of Print Services Client 1-2

System Requirements 1-3

System Configuration 1-4

Overview of Print Services Client

Print Services Client is client software for Canon Business Imaging Online that is installed in MEAP-compatible Canon devices.
This software enables you to print, cancel printing, or delete jobs stored in Canon Business Imaging Online from the touch panel display of a Canon device.



NOTE
The screen that is displayed may differ depending on the model of the machine.

System Requirements

The system requirements for Print Services Client are as follows.

Supported Models

For information on the devices that support the operation of this application, see "Canon Homepage."

IMPORTANT

Print Services Client uses the port below. Confirm that the port is enabled on the device.

Function	Use	Protocol	Port Number
HTTP/HTTPS Receive	Change Settings Function	TCP	8000/8443

Supported Web Browsers

- Windows Internet Explorer 7.0
- Windows Internet Explorer 8.0
- Windows Internet Explorer 9.0

Linked Software

- Canon Business Imaging Online
- PullPrint Service Provider Version 1.0

IMPORTANT

- PullPrint Service Provider must be running in the same MEAP environment as Print Services Client.
- For information on the MEAP resources supported by Print Services Client, see "MEAP Resource Use," on p. 5-10

Supported Languages

- English (Default)
- Japanese

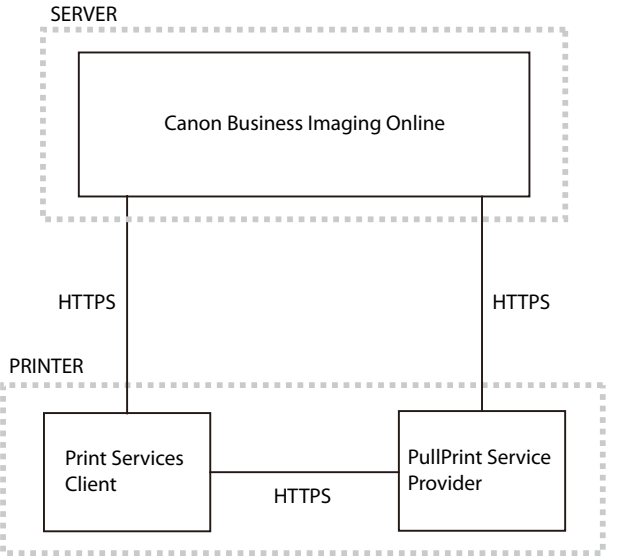
NOTE

If you specify a language that is not supported, the default language (English) is displayed.

System Configuration

Print Services Client System

The Print Services Client system configuration is shown below.



NOTE

- For information on the connection settings, see Chapter 4, "Change Settings Function"
- You can connect Print Services Client and Canon Business Imaging Online via a proxy server. Print Services Client supports the proxy authentication methods below.
  - Basic Authentication
  - Digest Authentication

2 CHAPTER

Installation and Setup

You can install Print Services Client using SMS (Service Management Service) from a Web browser on a networked computer.

This chapter provides instructions on installing and setting up Print Services Client.

Login Services **2-2**
- Authentication Services of MEAP-compatible Canon Devices 2-2
- Types of Authentication Services 2-3
- Flow of Login Service Settings 2-4

Installation and Setup Flow **2-5**

Starting and Closing SMS **2-6**
- Starting and Logging In to SMS 2-6
- Logging Out from SMS 2-10

Installing and Uninstalling Print Services Client **2-11**
- Installation 2-12
- Uninstallation 2-13

Starting and Stopping an Application **2-15**
- Starting an Application 2-15
- Stopping an Application 2-16

Confirming Application Details **2-17**

Confirming Print Services Client Settings **2-18**

Login Services

Login services are authentication services that manage the user information of MEAP-compatible Canon devices. This section provides information on these authentication services.

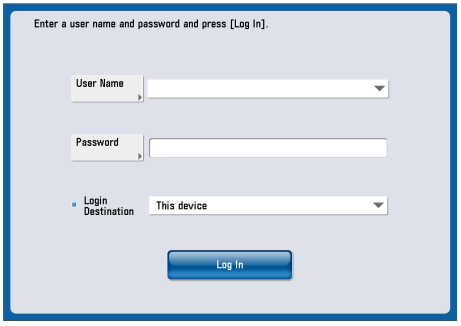
IMPORTANT
The authentication services available for use differ depending on the device you are using. For more information, see the manual accompanying your device.

Authentication Services of MEAP-compatible Canon Devices

User authentication for MEAP-compatible Canon devices is performed based on MEAP authentication.

MEAP authentication prompts entry of a user name and password when the power of a Canon device is turned ON or when the user is switched by pressing ID (ID).

The appearance of the screen differs depending on the selected MEAP authentication service. The following screen is the Login screen when the SSO-H authentication service is selected.



NOTE
The appearance of the Login screen may differ depending on the model of the machine.

Types of Authentication Services

The three authentication services described below are provided as login services for MEAP-compatible Canon devices.

Department ID Management (Default Authentication)

Provides the No Authentication function (no login screen displayed) and the Department ID Management function.

Select Default Authentication for the login service if you do not want to perform authentication or if you want to select Department ID Management.

SDL (Simple Device Login)

Performs user authentication (login) based on user information (user name and password) registered in advance by the administrator in the Canon device's hard disk.

Unlike Department ID Management, both alphabetical characters and numbers can be used in registered information. SDL user registration is performed from the SDL User Register/Edit screen.

SSO (Single Sign-On)/SSO-H (Single Sign-On H)

The following three user authentication methods are available for SSO or SSO-H:

- Domain Authentication
- Local Device Authentication
- Domain + Local Device Authentication

This method performs login by connecting to the domain controller on the network and using the information (user name and password) managed by Active Directory. By using this method, you can log in to the network from a Canon device using the same user name and password for computers and other network devices.

NOTE

- For more information on the supported authentication devices, see the manual accompanying your device.
- To use SSO, you must set install an application module called SA (Security Agent) on a networked computer. If you are using SSO-H, it is not necessary to install SA.

Flow of Login Service Settings

The flow of login service settings is described below. For more information, see the manual accompanying your device.

1.	Deciding the login service	Firstly, decide which authentication service to use.
2.	Setting the login service	Set the authentication service from the [System Management] page of SMS.
3.	Registering user information in the login service	Register user information for the set authentication service.

Installation and Setup Flow

The flow of installing and setting up Print Services Client is as follows.

1.	Starting and Logging In to SMS (p. 2-6)
2.	Installation (p. 2-12)
3.	Starting an Application (p. 2-15)
4.	Confirming Print Services Client Settings (p. 2-18)

Starting and Closing SMS

You must log in to SMS (Service Management Service) to install Print Services Client.

SMS is software that can access the printer via the network from your Web browser, enabling you to install and manage Print Services Client.

NOTE

- The default password is 'MeapSmsLogin' (case sensitive).
- This password helps prevent unauthorized printer operations.
- In order to prevent erroneous usage, the administrator should change the password when usage begins. For information on changing the password, see the manual accompanying your device.
- Make sure that you do not forget your password. Otherwise, you will not be able to access SMS.
- If you forget your password, contact your local authorized Canon dealer.
- The appearance of the SMS screen differs depending on the model of the machine. For more information on SMS, see the manual accompanying your device.

Starting and Logging In to SMS

Log in to SMS to install Print Services Client. The login procedure is as follows.

IMPORTANT

- Before starting SMS, set the IP address of the printer.
- Multiple users cannot log in to SMS at the same time.
- The default login method is set to using the shared password for SMS. To log in using the user name and password for the SDL, SSO, or SSO-H login service, the login method must be started. For more information on starting a login method, see the manual accompanying your device.

Logging In Using the Shared Password for SMS

You can access SMS by logging in from the SMS login page using the password set in SMS.

1.

Enter the URL below in the address bar of the Web browser.

http://<IP address of the printer>:<HTTP port number>/sms

IMPORTANT

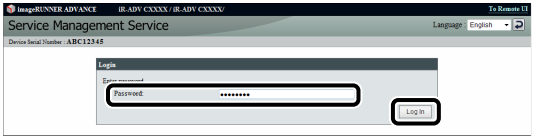
- If you do not know the IP address of the printer, consult your administrator.
- You cannot connect via a proxy server. If your system environment has a proxy server, perform the following setting. (As settings vary according to the system environment, consult your network administrator.)
  - Enter the IP address of the printer into [Exceptions] in the Web browser proxy server settings.
- Set your Web browser to enable all cookies and use JavaScript.

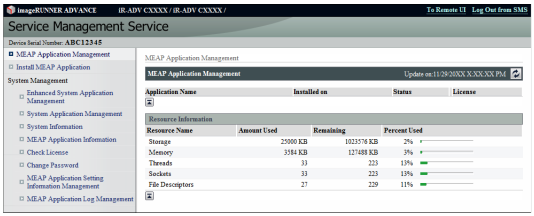
NOTE

- The default HTTP port number is 8000. If the HTTP port number has been changed in the printer's protocol settings, enter the new HTTP port number. If you do not know the HTTP port number, consult your administrator.
- The device's eight digit serial number is displayed on the top left of the SMS Login screen. This serial number is necessary when obtaining a license file from the License Management System.
- A drop-down list for switching the displayed language is displayed on the top right of the screen. Select the display language as necessary.

2.

Enter the password → click [Log In].





IMPORTANT

- If you cannot log in because the password is incorrect, a message prompting you to re-enter the password is displayed. Enter the correct password and click [Log In] again.
- If SMS is idle for longer than five minutes, it times out and you are automatically logged out. If this happens, log in again from the [Login] page.
- If you do not log in within five minutes of displaying the Login page, you cannot log in even if you enter the correct password. Re-enter the password according to the message displayed on the screen.
- If a message is displayed and you cannot log in even though you entered the correct password within five minutes of displaying the Login page, confirm whether your Web browser settings meet the SMS operating conditions.
- For more information on SMS, see the manual accompanying your device.

Logging In Using a User Name and Password for Canon Device Login

You can access SMS by logging in using a user name and password used for the SDL, SSO, or SSO-H login service.

Only users registered as administrators can log in.

1.

Enter the URL below in the address bar of the Web browser.

http://<IP address of the Canon device>:8000/sms/rls/

The [Login] page of the selected login service is displayed.

2.

Enter or select each item → click [Log In].

If SDL is set as the login service

☐ **Enter the user name and password for a user registered as an SDL administrator → click [Log In].**

If SSO or SSO-H is set as the login service

☐ **Enter the user name and password for a user registered as an SSO or SSO-H administrator → select the login destination → click [Log In].**

NOTE

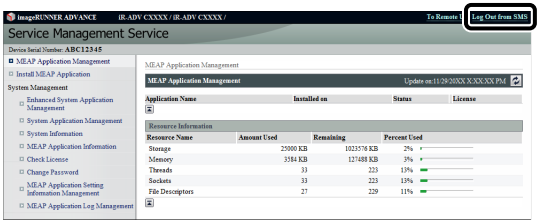
- If you cannot log in to SDL, SSO, or SSO-H because the user name or password is incorrect, a message prompting you to re-enter the user name or password is displayed.
- For more information on logging in using a user name and password, see the manual accompanying your device.

Logging Out from SMS

Log out to finish the operation.

1.

Click [Log Out from SMS].



The [Login] page is displayed.

IMPORTANT
When you finish using SMS, make sure you log out. If you close the Web browser without logging out, SMS becomes temporarily inaccessible.

Installing and Uninstalling Print Services Client

Install Print Services Client and the license file.

IMPORTANT

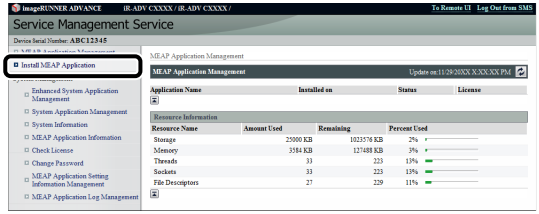
- A valid license file is required to install a MEAP application.
  - If your application comes with a License Access Number, you must access the License Management System at the following URL to obtain your license file:
    http://www.canon.com/meap/
    After accessing the License Management System, follow the directions displayed on the screen to obtain your license file. You must have your License Access Number and Device Serial Number available in order to complete the license generation process.
  - If your application does not come with a License Access Number, your license file will be provided by your MEAP Application provider.
- The maximum number of MEAP applications that can be installed is 19 (one of these is the portal service that is installed by default).
- If you update an existing version, you can retain the previous settings for Print Services Client.

Installation

Install Print Services Client.

1.

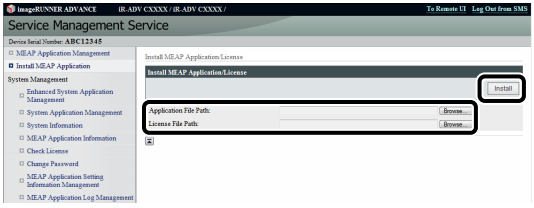
Click [Install MEAP Application].



The [MEAP Application Management] page is displayed.

2.

Click [Browse] → select the application file and license file to install → click [Install].



Application file:	A file with the 'jar' extension.
License file:	A file with the 'lic' extension.

IMPORTANT

- You cannot install only a license file.
- When installing an application, make sure you specify the license file. You cannot install the application without specifying the license file.
- To update an existing application, first stop the application before installing the new application and license file. You cannot update the application without first stopping it. For instructions on stopping an application, see "Stopping an Application," on p. 2-16
- To add a license for an application that is already installed, add a license file. For more information on adding a license file, see the manual accompanying your device.

3.

Confirm the information displayed on the installation confirmation page → click [Yes].

If you click [No], the application is not installed and you are returned to the [MEAP Application Management] page.

4.

When the [License Agreement] page is displayed during the installation, review the license terms, and click [I Accept] to resume installation.

After installation is complete, the installation complete screen is displayed.

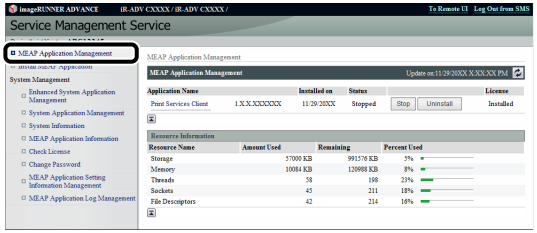
Uninstallation

Uninstall the installed Print Services Client.

NOTE
The license files must be disabled before uninstalling Print Services Client. For more information on disabling a license file, see the manual accompanying your device.

1.

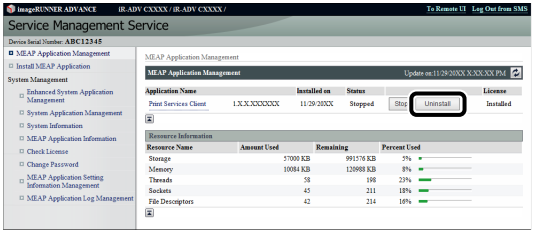
Click [MEAP Application Management].



The [MEAP Application Management] page is displayed.

2.

Click [Uninstall] for the application you want to uninstall.



3.

Click [Yes] on the displayed screen.

If you click [No], the application is not uninstalled and you are returned to the [MEAP Application Management] page.

IMPORTANT

- If the application to uninstall is linked with another application, the confirmation message <A package exported from this application cannot be used.> may be displayed. If you uninstall such applications, you may not be able to use other applications.
- You can only uninstall applications for which a license is not installed. To uninstall an application with a different license status, disable the license file on the [License File Management] page before uninstalling the application. For more information on disabling a license file, see the manual accompanying your device.
- To disable a license file, the application must be stopped. For instructions on stopping an application, see "Stopping an Application," on p. 2-16
- Modified settings are retained after uninstallation of Print Services Client if you are using a device with Configuration service.
  If the device you are using does not support Configuration service and you uninstall Print Services Client, the modified settings are discarded. Even if you reinstall Print Services Client, the default settings are applied.
- If you update an existing version without uninstalling, you can retain the previous settings for Print Services Client.

Starting and Stopping an Application

You can start or stop the installed Print Services Client.

IMPORTANT
Even if installation is complete, you cannot use Print Services Client on your system until you start the application.

Starting an Application

Start Print Services Client.

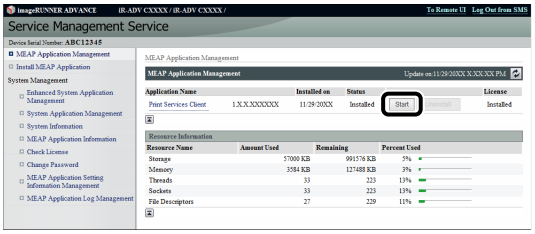
1.

Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

2.

Click [Start] for the application you want to start.



The application is started.

IMPORTANT
• For more information on the application status, license status, and resource information displayed on the [MEAP Application Management] page, see the manual accompanying your device. • You cannot start applications whose required license file has not been installed. • When the resources required for memory, threads, sockets, or file descriptors has run out, the application will not start, even if you click [Start].

Stopping an Application

Stop Print Services Client.

NOTE
To update an application, you must close the application you want to update.

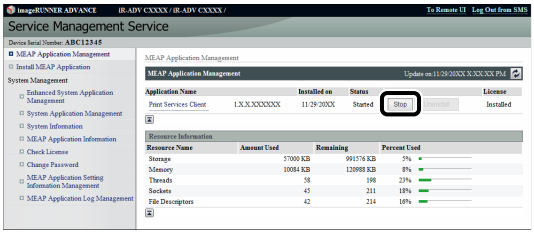
1.

Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

2.

Click [Stop] for the application you want to stop.



The application is stopped.

IMPORTANT
Even if you stop an application, the following information remains: • Settings changed with the Change Settings function • Log files

Confirming Application Details

You can confirm the details of Print Services Client.

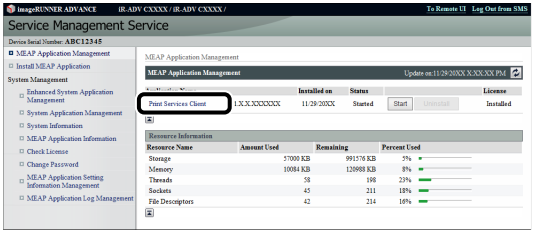
1.

Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

2.

Click [Print Services Client] displayed in [Application Name].



The [Application/License Information] page is displayed.

3.

Confirm the application details.

Confirming Print Services Client Settings

To use Print Services Client after installing it in a MEAP-compatible Canon device, you must correctly specify Print Services Client settings.

You can use the Management Console to confirm Print Services Client settings.

IMPORTANT
Even if Print Services Client has been started, the settings must be correctly set to use it on your system.

1.

Log in to the Management Console of Print Services Client.

The Change Settings screen is displayed.

NOTE
For instructions on logging in to the Management Console, see "Logging In to the Management Console," on p. 4-2

2.

Confirm that the settings are correct.

NOTE
• For more information on the settings, see "Setting Items," on p. 4-7 • If the settings are not correct, they must be changed. For more information on changing the settings, see "Changing the Settings," on p. 4-6

CHAPTER 3

Job Management

Print Services Client enables you to manage jobs stored in Canon Business Imaging Online from the touch panel display of a Canon device.

This chapter provides instructions on managing jobs with Print Services Client.

Logging In and Logging Out 3-2

Logging In 3-2

Logging Out 3-3

How the Main Menu Screen Is Organized 3-4

Stored Job Management 3-8

Displaying a List of Stored Jobs 3-8

Displaying Stored Job Details 3-10

Displaying Stored Job Status 3-12

Printing a Stored Job 3-13

Changing Print Settings and Printing 3-15

Canceling Printing 3-18

Deleting a Stored Job 3-19

Logging In and Logging Out

To use the job management function of Print Services Client, you must log in to MEAP from the touch panel display of a Canon device.

IMPORTANT
To log in to MEAP, a login service must be set. For more information on setting a login service, see the manual accompanying your device.

NOTE
The screen that is displayed may differ depending on the model of the machine.

Logging In

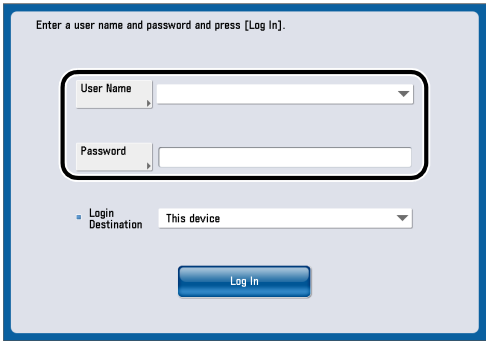
Log in to MEAP.

IMPORTANT
After logging in, you must be using Canon Business Imaging Online to use the functions of Print Services Client. PullPrint Service Provider must also be started.

NOTE
The procedure uses the SSO-H login service as an example. To use another login service, see the manual accompanying your device.

1.

Enter [User Name] and [Password] → press the [Log In] button.



NOTE

- If you specify the domain for the login destination when logging in to the device, the domain name is also sent to Canon Business Imaging Online, and the domain name is used for logging in to Canon Business Imaging Online.
- If you select 'This Device' for the login destination when logging in to the device, the domain name is not sent to Canon Business Imaging Online, and Canon Business Imaging Online authentication is performed without a specified domain.
- If you are using Print Services Client on the Cloud, the tenant ID is also sent to Canon Business Imaging Online, and the tenant ID is used for authentication.
  For information on the tenant ID, see "Setting Items," on p. 4-7

Logging Out

Log out of MEAP.

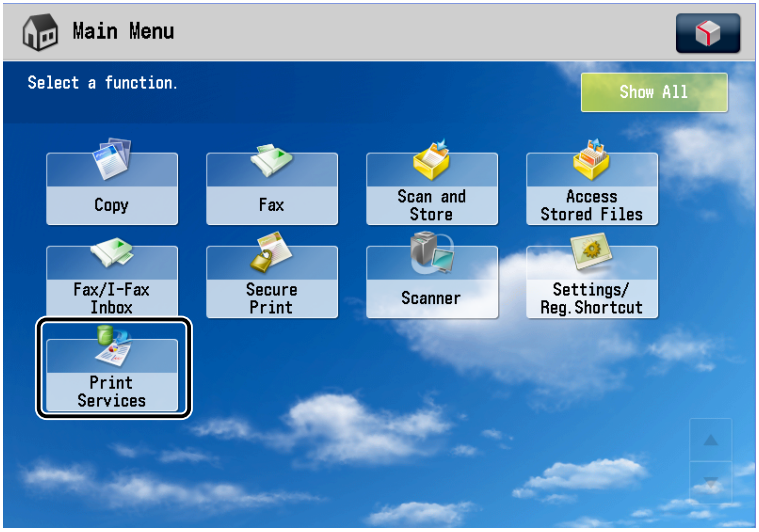
1.

Click the [Log Out] button.

NOTE

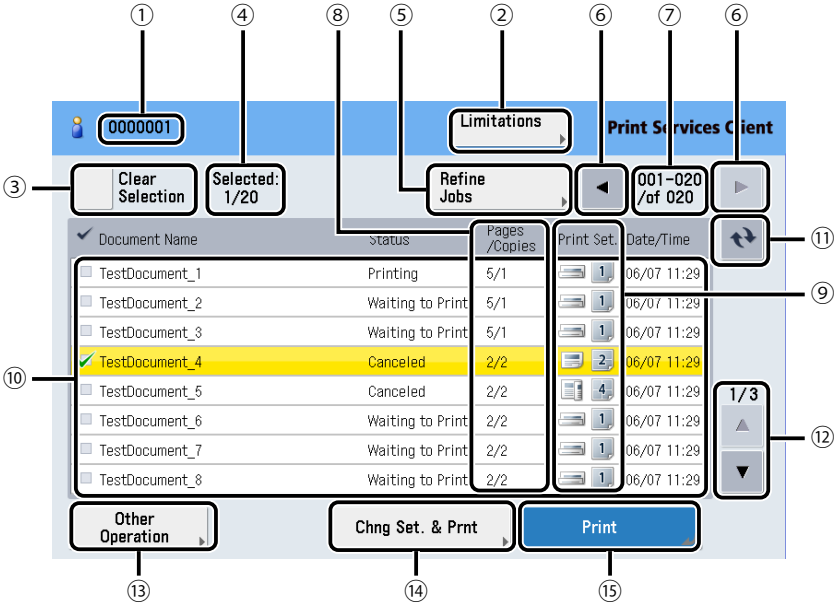
- You can log out at any time while logged in.
- Print Services Client logs out from MEAP when Auto Reset is performed or the device enters the Energy Saver mode.

Main Menu Screen

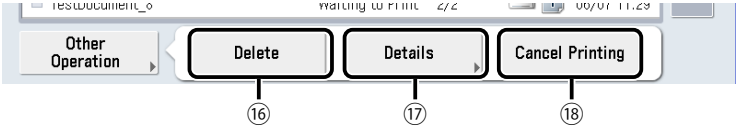


If you select [Print Services Client], the Print Services screen is displayed.

Print Services Screen



Bottom of screen when [Other Operation] is selected:



1	**Login user name**	Displays the name of the logged in user.
2	**[Limitations]**	Press to display the limitations dialog. If the device is not operating in AMS mode, [Limitations] is not displayed. For information on AMS, see "AMS Limitations," on p. 3-17
3	**[Select All/Clear Selection]**	Either [Select All] or [Clear Selection] is displayed according to whether or not jobs are selected. If no jobs are selected, [Select All] is displayed, and if one or more jobs are selected, [Clear Selection] is displayed. Press [Select All] to select the first 20 jobs in the job list. However, jobs that cannot be displayed and jobs that cannot be printed due to AMS access restrictions are not selected. Press [Clear Selection] to deselect all selected jobs.

4	**Selected/Maximum Number of Selectable Jobs**	"Selected" displays the number of currently selected stored jobs. "Maximum Number of Selected Jobs" displays the maximum number of jobs that can be selected. However, if the number of stored jobs displayed in the job list is less than the maximum number of selectable jobs, the number of stored jobs in the list is displayed. The maximum number of selectable jobs is 20.
5	**[Refine Jobs]**	Press to display the dialog for setting the conditions to refine the stored jobs.
6	**[◄][►]**	Press [◄] to retrieve data for the previous page and update the job list. Press [►] to retrieve data for the next page and update the job list. Each button is enabled only if there is a previous or next page, respectively.
7	**Job No./Total Job No.**	Job No. displays the ordinal numbers for the first and last jobs displayed in the job list, connected with a hyphen ("-"). Total Job No. displays the total number of jobs that were retrieved with the set refining conditions from the jobs stored in the database.
8	**Pages/Copies**	Displays the number of pages and copies for each job. This item may not be displayed, depending on the device model.
9	**Print Set.**	Displays the print attributes (Print Style and N on 1) for each job as icons. This item may not be displayed, depending on the device model. For information on the icons, see "Changing Print Settings and Printing," on p. 3-15
10	**Stored Jobs list**	Displays a list of the stored jobs. A check mark is displayed in the check box to the left of a selected job.
11	[ ]	Updates the Stored Jobs list.
12	**[▲][▼]**	Press to scroll the Stored Jobs list by the number of jobs displayed on the screen. These buttons can be used only when the number of jobs exceeds the number of jobs displayed on the screen.

13	[Other Operation]	Press to display or hide the balloon panel. [Delete], [Details], and [Cancel Printing] are displayed in the balloon panel.
14	[Chng Set. & Prnt]	Press to display the print settings dialog. This button can be used when only one job is selected. The button is disabled if no job is selected or if more than one job is selected.
15	[Print]	Press to print the selected stored job(s). This button can be used only when one or more jobs are selected. The button is disabled if no job is selected or if a job that cannot be printed due to AMS access restrictions is selected. For information on AMS, see "AMS Limitations," on p. 3-17
16	[Delete]	Press to delete the selected stored job(s). This button can be used only when one or more jobs are selected. The button is disabled if no job is selected.
17	[Details]	Press to display the details dialog for the selected stored job. This button can be used when only one job is selected. The button is disabled if no job is selected or multiple jobs are selected.
18	[Cancel Printing]	Press to cancel printing of the selected stored job(s). This button can be used only when one or more jobs are selected. The button is disabled if no job is selected.

Stored Job Management

You can display a list of, print, and delete jobs stored in Canon Business Imaging Online from the touch panel display of a Canon device.

NOTE

- To use the stored job management function, you must log in to MEAP from the touch panel display of a Canon device. For instructions on logging in, see "Logging In," on p. 3-2
- The screen that is displayed may differ depending on the model of the machine.

Displaying a List of Stored Jobs

Print Services Client displays a list of stored jobs retrieved from Canon Business Imaging Online on the screen.

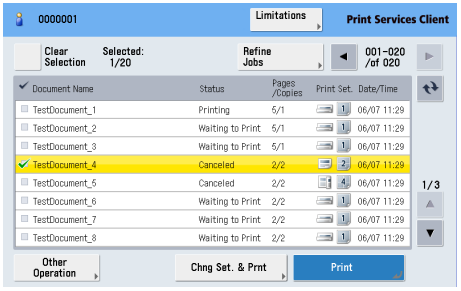
The following types of jobs are displayed in the Stored Jobs list:

- Stored jobs according to login information
- Stored jobs that can be printed using a printer equipped with Print Services Client
- Stored jobs that match the conditions for refining specified from Print Services Client

Displaying the Stored Jobs List

1.

Select [Print Services Client] on the Main Menu screen.



The Print Services screen is displayed.

NOTE

- The list of stored jobs retrieved from Canon Business Imaging Online when logging in to MEAP is displayed.
- The maximum number of jobs displayed on one page is 100. If the number of jobs to retrieve from Canon Business Imaging Online exceeds 100 jobs, the stored jobs are retrieved by page and displayed in the Stored Jobs list.
- If you move to the previous page or next page using [◄] or [►] while jobs are selected in the displayed Stored Jobs list, the selections are canceled.
- If you press [ ] on the Print Services screen, the Stored Jobs list is updated.
- If you are using an imageRUNNER model or LBP model, select [Print Services Client] from the MEAP application selection button.
- If you update the list when a job is selected, the selection is retained, except in the following cases:
  - When the job is deleted
  - When the job no longer matches the conditions for refining and is no longer displayed in the list

Refining the Stored Jobs List Display

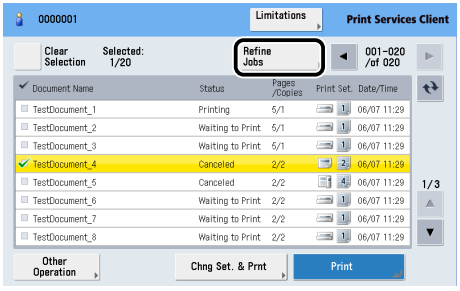
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

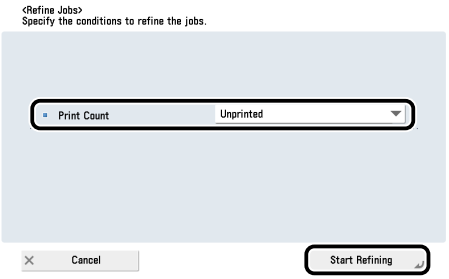
Press [Refine Jobs].



The dialog for setting the conditions to refine the Stored Jobs list is displayed.

3.

Select the conditions for refining → press [Start Refining].



The stored jobs that match the conditions for refining are displayed.

The conditions for refining that can be selected are as follows.

Condition	Options	Description
Print Count	Unprinted	Displays jobs for which the print count is zero.
	No Specification	Displays jobs for which the print count has not reached the limit count.

Displaying Stored Job Details

You can confirm the details of stored jobs displayed in the Stored Jobs list.

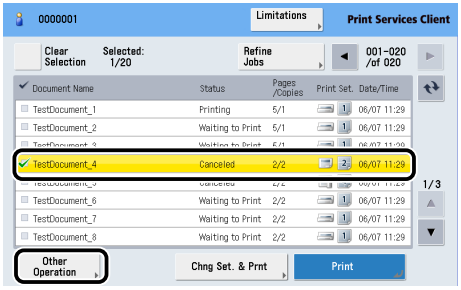
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

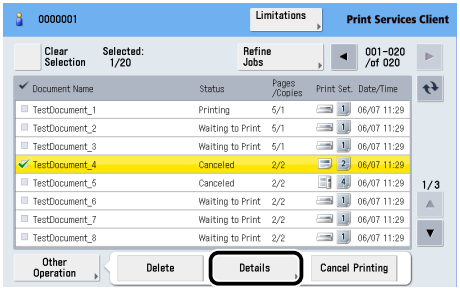
Select the job to confirm the details of → press [Other Operation].



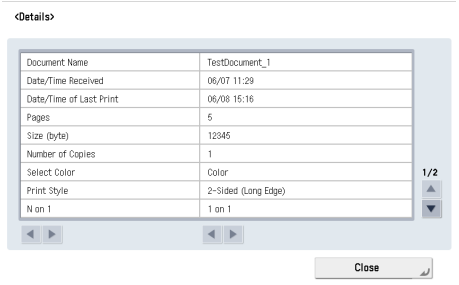
A balloon panel is displayed to the right of [Other Operation].

3.

Press [Details] on the balloon panel.



The stored job details dialog is displayed.



NOTE
In the details, [Document Name], [Date/Time Received], [Date/Time of Last Print], [Pages], [Size (byte)], [Number of Copies], [Select Color], [Print Style], [N on 1], [Print Count], [Limit Count], [Status], [Owner Name], [Retention Expiration], [Print Expiration], and [Document ID] are displayed.

Displaying Stored Job Status

The status of stored jobs retrieved from Canon Business Imaging Online is displayed in the stored job details dialog of the Print Services screen.

The types of status that are displayed are described below.

Status	Description
Receiving	Receiving stored job with Canon Business Imaging Online
Waiting	Successfully received stored job with Canon Business Imaging Online
Printing	Completed receipt of stored job with Canon Business Imaging Online and printing in process
Printed	Completed printing
Deleting	Processing deletion
RX Error	Could not complete receipt of stored job with Canon Business Imaging Online
Ended in Err.	Printing failed
Waiting to Print	Canon Business Imaging Online received print request but printing not yet in process
Canceled	Canceled printing before completion
Processing	Canon Business Imaging Online is exporting a stored job for an output option
Deleted	Completed deletion

NOTE
If Deleting, RX Error, Ended in Err., Canceled, or Deleted is displayed for the status, the print result for that job is error.

Printing a Stored Job

You can print a stored job selected in the Stored Jobs list.

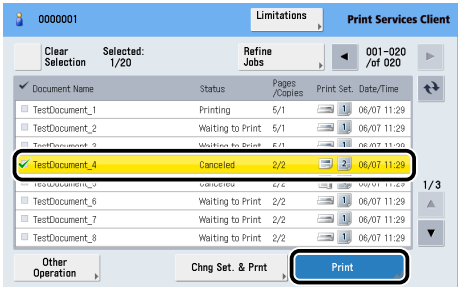
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

Select the job to print → press [Print].



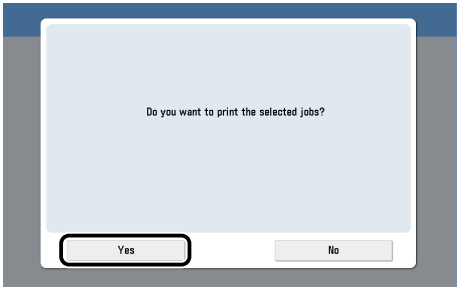
The print confirmation dialog is displayed.

NOTE

- When printing stored jobs, you can select multiple jobs and print them at one time.
- When selecting multiple stored jobs, you cannot select more than the maximum number of selectable jobs.
- Printing cannot be performed if a job that cannot be printed due to AMS access restrictions is selected.
  For information on AMS, see "AMS Limitations," on p. 3-17

3.

Press [Yes].



The Waiting to Print dialog is displayed.

NOTE

- A list of jobs for which errors occur is displayed in the error list dialog when you select and print multiple stored jobs.
  - If errors occur for all the jobs you select and you close the error list dialog, the Stored Jobs list is updated and you are returned to the Print Services screen.
  - If errors occur for some of the jobs you select and you close the error list dialog, the jobs without errors are printed, and the jobs for which errors occurred are displayed in the error list dialog again after printing is complete. If you close the error list dialog, the Stored Jobs list is updated and you are returned to the Print Services screen.
- The dialog may not be displayed depending on the settings file setting value.

4.

After printing is complete, the Stored Jobs list is updated.

You are returned to the Print Services screen.

NOTE

- If printing starts after the Waiting to Print dialog is displayed, an update dialog is displayed, and the stored job is updated.
- When the Stored Jobs list is updated after printing, all stored job selections are canceled.
- If the device cannot perform color printing, printing is performed in black-and-white, regardless of the print attributes of a job.

Changing Print Settings and Printing

You can change the print settings and print a stored job selected in the Stored Jobs list.

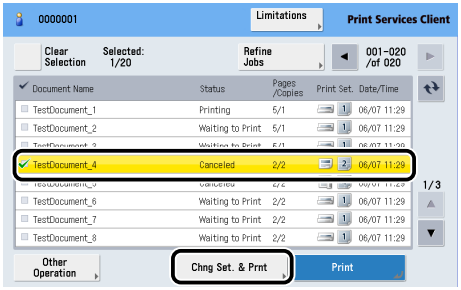
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

Select the job to print → press [Chng Set. & Prnt].

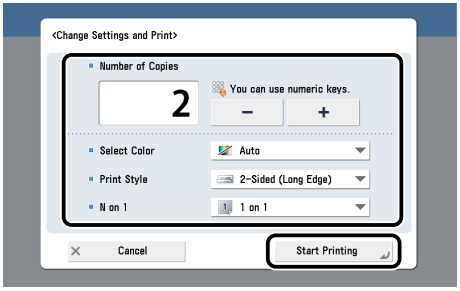


The print settings dialog is displayed.

NOTE
This button can be used when only one job is selected. The button is disabled if no job is selected or if more than one job is selected.

3.

Change the settings → press [Start Printing].



The print confirmation dialog is displayed.

The settings that can be changed are described below.

Print Attribute	Options	Description
Number of Copies	-	Enter the number of copies to print. Set within the range 1 to 255.
Select Color	Auto	Automatically selects Black & White or Color, and prints.
	Color	Performs color printing.
	Black & White	Performs black-and-white printing.
	No Change	Prints without changing the print settings.
	-----	Prints without changing the print settings. This option is displayed when Select Color is not set and Select Color cannot be changed.
Print Style	1-Sided	Performs 1-sided printing.
	2-Sided	Performs 2-sided printing.
	-----	Prints without changing the print settings. This option is displayed when Print Style is not set and Print Style cannot be changed.
N on 1	1 on 1	Prints one page on one side of the paper.
	2 on 1	Prints two pages on one side of the paper.
	4 on 1	Prints four pages on one side of the paper.
	No Change	Prints without changing the print settings.
	-----	Prints without changing the print settings. This option is displayed when N on 1 is not set and N on 1 cannot be changed.

However, job type limitations and AMS (Access Management System) limitations apply to setting changes.

AMS Limitations

The print attributes that can be changed are limited according to AMS access limitations and some device information.

Print Attribute	Condition	Limitations
Print Style	When Deny is set for the AMS limitation, Simplex	Only 2-Sided can be selected.
N on 1	When 2 is set for the AMS limitation, Nup	Only 2 on 1 or 4 on 1 can be selected.
	When 4 is set for the AMS limitation, Nup	Only 4 on 1 can be selected.
Select Color	When Bw is set for the AMS limitation, ColorPrint	Only Black & White can be selected.

NOTE

- If the device is operating in AMS mode, Print Services Client applies limitations according to the access limitations for the login user.
  If the device is operating in Regular mode, limitations are not applied.
- AMS mode is available only for iR-ADV models.
- By pressing the Limitations button on the Print Services screen, you can display the Limitations dialog and confirm the AMS limitations set for the login user.
  The Limitations button is displayed only when the device is operating in AMS mode.

4.

Press [Yes].

The Waiting to Print dialog is displayed.

Canceling Printing

You can cancel printing of a stored job selected in the Stored Jobs list.

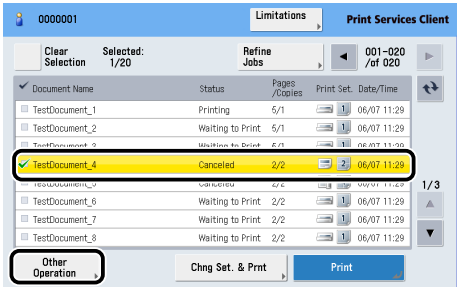
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

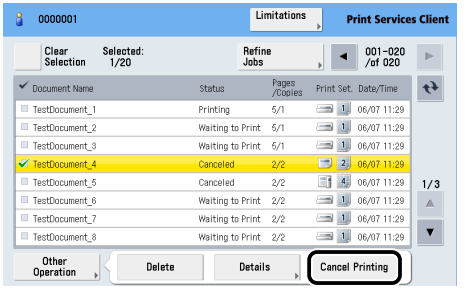
Select the job to cancel printing of → press [Other Operation].



A balloon panel is displayed to the right of [Other Operation].

3.

Press [Cancel Printing] on the balloon panel.



Press to cancel printing of the stored job selected in the Stored Jobs list.

NOTE

- You can select multiple jobs and cancel them at one time.
- When selecting multiple stored jobs, you cannot select more than the maximum number of selectable jobs.
- When the Stored Jobs list is updated after canceling, all stored job selections are canceled.
- If errors occur for some or all of the stored jobs when canceling printing, the jobs for which errors occurred are displayed in the error list dialog. Close the error dialog to update the Stored Jobs list.

Deleting a Stored Job

You can delete a stored job selected in the Stored Jobs list.

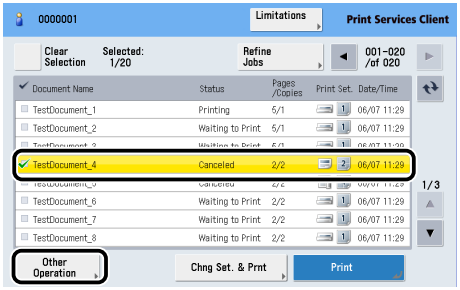
1.

Select [Print Services Client] on the Main Menu screen.

The Print Services screen is displayed.

2.

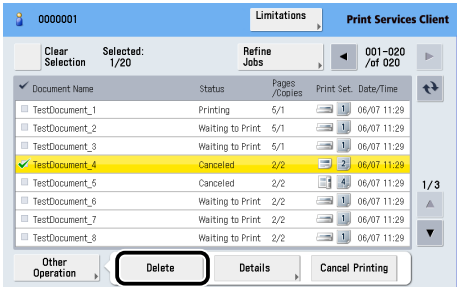
Select the job to delete → press [Other Operation].



A balloon panel is displayed to the right of [Other Operation].

3.

Press [Delete] on the balloon panel.

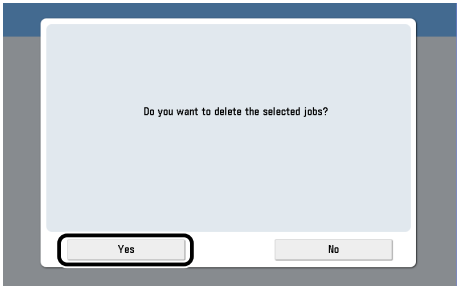


The delete confirmation dialog is displayed.

NOTE
• When deleting stored jobs, you can select multiple jobs and delete them at one time. • When selecting multiple stored jobs, you cannot select more than the maximum number of selectable jobs. • The dialog may not be displayed depending on the settings file setting value.

4.

Press [Yes].



The waiting to delete dialog is displayed.

NOTE
If errors occur during deleting, a list of the jobs for which the errors occurred is displayed in the error list dialog. If you close the error list dialog, the Stored Jobs list is updated and you are returned to the Print Services screen.

5.

After deleting is complete, the Stored Jobs list is updated.

You are returned to the Print Services screen.

NOTE
When the Stored Jobs list is updated after deletion, all stored job selections are canceled.

4 CHAPTER

Change Settings Function

This chapter provides instructions on changing the settings of Print Services Client.

Changing the Settings 4-2

Logging In to the Management Console 4-2
Downloading the Settings File 4-4
Uploading the Settings File 4-5
Changing the Settings 4-6
Logging Out from the Management Console 4-10
Changing the Management Console Password 4-11
Changing the Display Language for Management Console 4-12

Changing the Settings

You can change the settings of Print Services Client.

IMPORTANT
The use of Web browser navigation functions such as [Back] or [Forward] are not supported when using the Change Settings function.

Logging In to the Management Console

1.

Enter the URL below in the address bar of the Web browser. (The URL entry is case sensitive.)

http://<IP address of device>:8000/PrintServicesClient/Console

The Login screen of the login service is displayed.

2.

Enter [User Name] and [Password] → select the login destination → click [Log In].

Enter or select the necessary items according to the set login service.

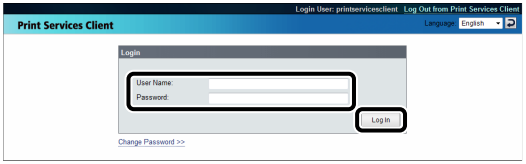
Set Login Service	Operation
Department ID Management	1. Enter a Department ID and PIN. 2. Click [Log In].
SDL Single Domain SSO	1. Enter a user name and password. 2. Click [Log In].
Multi Domain SSO SSO-H	1. Enter a user name and password. 2. Select the login destination. 3. Click [Log In].

The Login screen for Print Services Client is displayed.

NOTE
If no operation is performed for a specified period of time after logging in to the login service, the login becomes invalid and you must log in again.

3.

Enter [User Name] and [Password] → click [Log In].



The Change Settings screen is displayed.

IMPORTANT

- To log out of the login service, click [Log Out] in the upper right part of the Management Console Login screen.
- If no operation is performed for five or more minutes after logging in, only the logout operation can be performed.
- If you close the Web browser without logging out, you cannot log in again for five minutes from the last button click.
- If you try to separately log in while already logged in, an error message is displayed.
- The Login screen is skipped if one of the following conditions is met:
  - "LoginSkip" is set to '1'
  - The setting for "ConsoleLogin" includes the login user name for the remote login service

NOTE

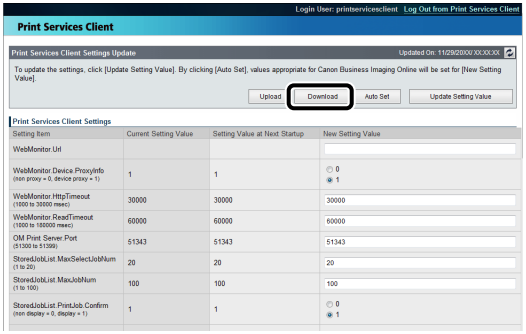
- The default user name and password are as follows:
  - User name: printservicesclient
  - Password: printservicesclient
- You can change the password. For instructions on changing the password, see "Changing the Management Console Password," on p. 4-11
- You can change the display language. For instructions on changing the display language, see "Changing the Display Language for Management Console," on p. 4-12

Downloading the Settings File

Download the settings file.

1.

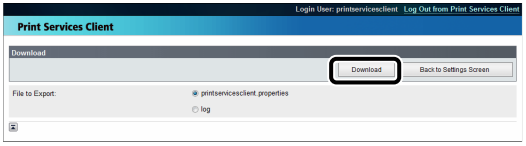
Click [Download] on the Change Settings screen.



The Download screen is displayed.

2.

Select the file to download → click [Download].



If you select “printservicesclient.properties,” a settings file is downloaded.

If you select 'log', a ZIP file of all the log files is downloaded.

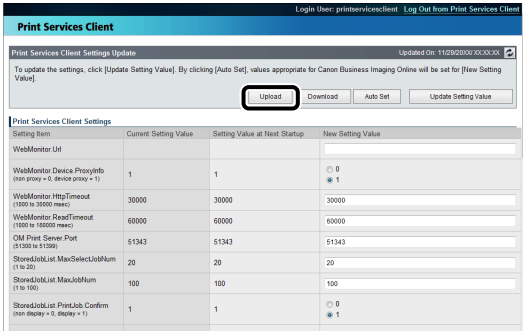
NOTE
Click [Back to Settings Screen] to display the Change Settings screen.

Uploading the Settings File

Upload the settings file.

1.

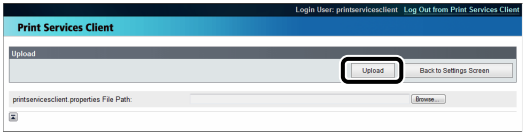
Click [Upload] on the Change Settings screen.



The Upload screen is displayed.

2.

Select the location of the settings file from [Browse] → click [Upload].



If the update is successful, you are returned to the Settings File Upload screen.

IMPORTANT
• The tenant ID is not supported for settings file upload. Even if the ID is stated in the uploaded file, it is not reflected. For information on the tenant ID, see "Setting Items," on p. 4-7 • The update may not be performed if a value outside the allowable range is set. • An error message is displayed and the update is not performed if the following applies to the file to upload: - No file path is entered - The entered file has an invalid extension - The entered file does not exist - The version of the file is invalid

NOTE

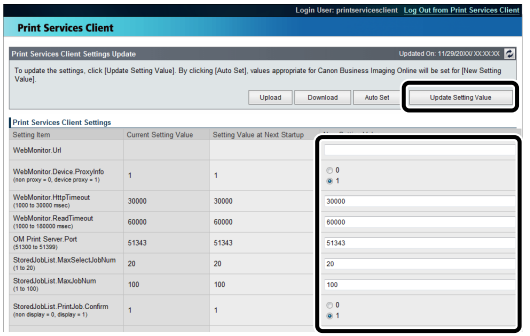
- The uploaded settings file is checked and invalid settings are replaced with the value at the time for the same setting in the settings file.
- Restart Print Services Client to reflect the setting changes.
- If you are using Internet Explorer 7, you can directly enter text in the various entry fields.
- Click [Back to Settings Screen] to display the Change Settings screen.

Changing the Settings

Change the settings.

1.

Enter the setting value in [New Setting Value] for the setting you want to change → click [Update Setting Value].



The setting is updated to the entered value.

IMPORTANT

- Restart Print Services Client to reflect the setting changes. However, the "Log.Level"setting is updated without restarting Print Services Client.
- Modified settings, except the setting value for tenant ID, are retained after uninstallation of Print Services Client if you are using a device with Configuration service.

  If the device you are using does not support Configuration service and you uninstall Print Services Client, the modified settings are discarded. Even if you reinstall Print Services Client, the default settings are applied.
- If you update Print Services Client, the setting values changed before update are reflected.
- Setting a value outside the "value range" for a settings file is not supported.
- If Japanese characters are included in the value for "ConsoleLogin" when the settings file is downloaded, the Japanese text is displayed in Unicode (\udddd notation).
- If the content of [New Setting Value] is invalid, an error message is displayed and the update is not performed.

NOTE

- You can click to update the current display.
- The values displayed in the entry fields of [New Setting Value] column are as follows:

1. When the setting is in the settings file
   - The settings file value is displayed.
2. When the setting is not in the settings file
   - If entry is required, the default value is displayed.
   - If entry is not required, it is left blank.

- If you press [Auto Set], a value appropriate for Canon Business Imaging Online is automatically entered for [New Setting Value].

Setting Items

The settings and setting values that can be changed with the Management Console are described below.

Setting Item	Setting Value Details	Notes
WebMonitor.Url	Set the URL for Canon Business Imaging Online. The URL is as follows: https://prnwm.a01.c-aas.com/wm/ If you click [Auto Set], the URL is automatically entered in [New Setting Value].	Required
WebMonitor.Device.ProxyInfo	0: Select when not using the device proxy server settings for Canon Business Imaging Online connection. 1: Select when using the device proxy server settings for Canon Business Imaging Online connection.	The default is '1'.
OMPrintServer.Port	This item is not available.	
WebMonitor.HttpTimeout	Set the time-out time for the HTTP connection with Canon Business Imaging Online. Set within the range 1000 to 30000 (unit: milliseconds).	The default is '30000'.
WebMonitor.ReadTimeout	Set the time-out time for response reading with Canon Business Imaging Online. Set within the range 1000 to 180000 (unit: milliseconds).	The default is '60000'.

Setting Item	Setting Value Details	Notes
StoredJobList.MaxSelectJobNum	Set the maximum number of jobs that can be selected. Set within the range 1 to 20.	The default is '20'.
StoredJobList.MaxJobNum	Set the maximum number of jobs retrieved for one request. Set within the range 1 to 100.	The default is '100'.
StoredJobList.PrintJob.Confirm	0: Select to hide the stored job print confirmation dialog. 1: Select to display the stored job print confirmation dialog.	The default is '1'.
StoredJobList.DeleteJob.Confirm	0: Select to hide the stored job delete confirmation dialog. 1: Select to display the stored job delete confirmation dialog.	The default is '1'.
StoredJobList.AutomaticSelectJob	0: Deselects the maximum number of jobs that can be selected from the top when logging in. 1: Selects the maximum number of jobs that can be selected from the top when logging in.	The default is '0'.
Log.Level	Select the log level from the following: • StartException • Exception • High • Public	The default is 'High'.
LoginSkip	0: Select to display the Login screen. 1: Select to skip the Login screen.	The default is '0'.
TenantID	Required to log in to Canon Business Imaging Online. To acquire the tenant ID, enter the user ID and password of a user with a print service management role for the target tenant, and click [Acquire Tenant ID]. After acquiring the tenant ID, click the button to update the Print Services Client settings.	You must acquire a tenant ID when using Print Services Client on the Cloud.

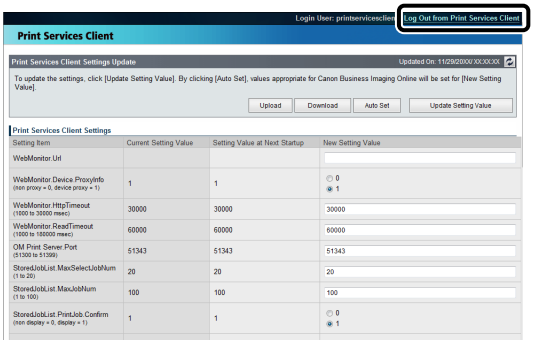
Setting Item	Setting Value Details	Notes
ConsoleLogin	Register the user names that skip the Login screen. Separate each user with a comma (",") when specifying multiple users. If you enter a Department ID, enter a seven digit number. If the Department ID is less than seven digits, enter leading zeros to make a seven digit number. E.g. Department ID is '1': enter '0000001' You can register up to five users or five departments.	

IMPORTANT

- If you want to connect to Canon Business Imaging Online via a proxy server, specify the device proxy server settings, and set the WebMonitor.Device.ProxyInfo setting to '1'.
  Also, use the following methods for proxy authentication:
  - Basic Authentication
  - Digest Authentication
- If WebMonitor.Url is changed, the tenant ID setting is cleared. To use a tenant ID after changing WebMonitor.Url, you must acquire a tenant ID from the new connection destination and specify the setting again.

Logging Out from the Management Console

1.
Click the Log Out button.



The above screen is shown when the Management Console screen is not skipped.

The displayed logout button and the logout procedure differ depending on the state when logging in.

State when Logging In		Displayed Button	Action when Button is Clicked
Device Login Service	**Management Console Login Screen**		
Invalid	Skip	[Close]	Closes your Web browser.
Valid		[Log Out]	Returns to the login screen of the login service.
Valid/Invalid	Display	[Log Out from Print Services Client]	Returns to the Management Console login screen.

IMPORTANT

- When you finish changing settings, make sure you log out. If you close the Web browser without logging out, you cannot log in again for five minutes from the last button click.
- If you try to separately log in while already logged in, an error message is displayed.

NOTE

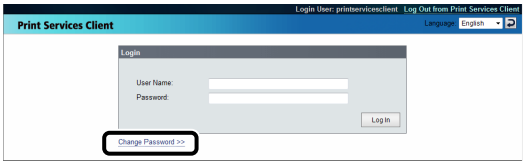
- Device authentication becomes invalid if all of the following conditions are met:
  - The device authentication application is Default Authentication
  - Department ID Management of the device is OFF
  - The System Manager ID of the device is not set

Changing the Management Console Password

You can change the password for a login account.

1.

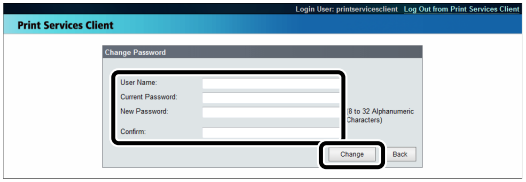
Click [Change Password] on the Login screen.



The Change Password screen is displayed.

2.

Enter the current user name and password in [User Name] and [Current Password] → enter the new password in [New Password] and [Confirm] → click [Change].



The password is changed.

NOTE

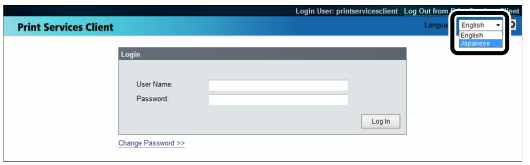
- Enter the password in 8 to 32 alphanumeric characters.
- The new password is valid until Print Services Client is uninstalled.
  If you uninstall Print Services Client, the password is discarded. Even if you reinstall Print Services Client, the default password is used.
- If you update Print Services Client, the password set before update is retained.

Changing the Display Language for Management Console

You can change the display language for the Management Console.

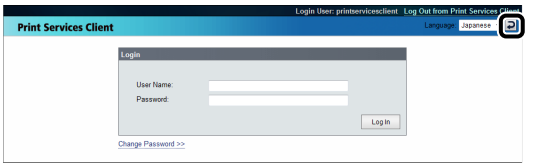
1.

Click the [Language] drop-down list on the Login screen.



2.

Select a language → click .



The screen is displayed again in the selected language.

NOTE

- Only Japanese and English are supported.
- If you skip the login screen, you can change the display language on the screen for changing settings.

5 CHAPTER

Appendix

This chapter describes the error messages, limitations, and MEAP resource use for Print Services Client.

List of Error Messages 5-2
- Print Services Client Operations 5-2
- Management Console Error Messages 5-4
- PullPrint Service Provider Error Messages 5-7

Limitations 5-8
- Login 5-8
- Event Notification when Operating the Touch Panel Display 5-8
- Canon Business Imaging Online Access Time-Out 5-8
- Displayed Characters 5-8
- Displays 5-8
- AMS (Access Management System) Compatibility 5-9

MEAP Resource Use 5-10

List of Error Messages

This section lists the Print Services Client error messages and their remedies.

Print Services Client Operations

The error messages displayed when operating Print Services Client and their remedies are described below.

Error Message	Remedy
An error occurred during initialization.	Uninstall Print Services Client, and then reinstall it. If the error persists even after reinstallation, contact your System Manager.
An internal system error occurred.	• Perform the operation again. If the error persists, check the status of Canon Business Imaging Online/PullPrint Service Provider/ the printer, or perform login/logout, start/stop, or reinstallation of Print Services Client. • Confirm the network settings of your printer. • If the problem cannot be resolved, contact your System Manager.
Incorrect version: resource.properties.	Reinstallation of Print Services Client.
Incorrect version: template.xml.	
Incorrect version : mafw.properties..	
Please log out.	• Log out any currently logged in users. • If the problem cannot be resolved, contact your System Manager.
Failed to obtain job.	Press [ ] again. If the error persists even after pressing [ ], check the status of Canon Business Imaging Online. If the problem cannot be resolved, contact your System Manager.

Error Message	Remedy
Failed to update job.	Check the status of Canon Business Imaging Online. If the problem cannot be resolved, contact your System Manager.
Failed to update job.	
Failed to print job.	
Failed to cancel the jobs.	
Disconnected from server.	
Failed to log in to WebMonitor. Log out.	
Could not connect to WebMonitor.	Check the status of Canon Business Imaging Online.
No response from WebMonitor.	
The function required for printing is not enabled or not operating properly.	Check the status of PullPrint Service Provider.

Print Services Screen

The error messages displayed on the Print Services screen and their remedies are described below.

Error Message	Remedy
The specified job has been deleted.	Displayed when the status of a stored job is changed while printing. Log in to Canon Business Imaging Online from your Web browser, and check the status of the stored job.
Failed to send the stored job.	
Printing failed.	
Printing has been canceled.	
You are restricted from changing settings and printing.	Log in as a user with the appropriate privileges.
You are restricted from logging in. Please log in as a user with permission for the usage.	

Management Console Error Messages

The error messages displayed when operating the Management Console of Print Services Client and their remedies are described below.

Login Screen

Error Message	Remedy
[User Name] or [Password] is incorrect.	Enter the correct user name and password.
Could not log in because another user is currently logged in. Wait a while, and then try to log in again.	Log in again after the other user logs out.

Change Settings Screen

Error Message	Remedy
The entered value is incorrect.	Enter the correct value for the item in which the error occurred.
The version of the file is incorrect. All items will be displayed in default settings.	Update the setting values.

TenantID

Error Message	Remedy
Could not acquire the Tenant ID. Check <WebMonitor> connection.	Check the status of Canon Business Imaging Online. Confirm the network settings (DNS settings, proxy settings, etc.) of the printer.
Could not acquire the Tenant ID. [User ID] or [Password] is incorrect.	Enter the correct user ID and password.
The file has been uploaded. The acquired Tenant ID has been deleted because [WebMonitor.Url] has been updated. Register the Tenant ID again.	Acquire the Tenant ID again.
The file has been updated. The acquired Tenant ID has been deleted because [WebMonitor.Url] has been updated. Register the Tenant ID again.	
The tenant ID needs to be re-registered. Contact the system administrator.	Retrieve the tenant information from the Management Console.
An error occurred during initialization.	• Log out any currently logged in users. • Check the status of Canon Business Imaging Online. If the problem cannot be resolved, contact your System Manager.

Settings File Upload Screen

Error Message	Remedy
Specify the file to upload.	Enter the file path in one or more file path entry fields.
An error occurred while uploading the specified file.	• Upload the file again. • Restart Print Services Client. If the problem cannot be resolved, reinstallation of Print Services Client.
The extension is incorrect.	Enter a file with the correct extension in the file path entry field.
The specified file is not found.	Enter an existing file in the file path entry field.
The version of the file is incorrect.	Enter a file with the correct version in the file path entry field.

Change Password Screen

Error Message	Remedy
[User Name] or [Current Password] is incorrect.	Enter the correct user name and password.
Characters that cannot be used have been entered for [New Password]. Enter the password again.	Enter a new password using only characters valid for a password.
Set [New Password] with 8 to 32 characters.	Enter the new password in 8 to 32 alphanumeric characters.
[New Password] and [Confirm] do not match. Enter the password again.	Enter the same password in [Confirm] as entered for [New Password].

Error Screen

Error Message	Remedy
You are not logged in or were logged out due to a session time-out. Log in again.	Log in again.
The specified URL is incorrect.	Specify the correct URL.
Could not upload because an error occurred. Try to perform the operation again.	Perform the operation again.
A system error occurred.	Restart Print Services Client. If the error persists, uninstall Print Services Client, and then reinstall it.

PullPrint Service Provider Error Messages

The PullPrint Service Provider-related error messages displayed when operating Print Services Client and their remedies are described below.

Error Message	Remedy
This operation has been cancelled.	There is no specific remedy.
An error occurred in the following job.	Confirm the displayed job.

Limitations

The precautions and limitations for the use of Print Services Client are described below.

Login

When a login event occurs, the login user name must be set in the login information and be acquirable.

Event Notification when Operating the Touch Panel Display

If an operation is performed from the touch panel display, Print Services Client processes it in accordance with the event notification from MEAP. When an operation is performed from the touch panel display, it is MEAP that monitors and determines the event to notify, not Print Services Client.

Canon Business Imaging Online Access Time-Out

A time-out time is set for HTTP communication with WebMonitor. If HTTP communication with WebMonitor times out, communication is suspended. There are two types of time-out: HTTP connection time-out that occurs between an HTTP request being sent to WebMonitor and connection being confirmed, and HTTP response reading time-out that occurs between the HTTP connection with WebMonitor being confirmed and the response being returned.

The system error dialog is displayed on the Print Services screen when a time-out occurs.

Displayed Characters

The characters that Print Services Client can display are limited to the Shift JIS characters that can be displayed on the touch panel display of the device. Characters that cannot be displayed on the touch panel display of the device are shown as <?>.

Displays

The appearance of screens and terminology used in Print Services Client differ depending on the model of the device you are using.

AMS (Access Management System) Compatibility

- Guest users cannot use Print Services Client.
  In the application limits, set Print Services Client to be inaccessible for Guest users.
- If the device you are using is an iR model other than an iR-ADV or an LBP model, you cannot use the AMS mode.

MEAP Resource Use

The MEAP hardware specifications for Print Services Client are described below.

Item	Print Services Client
MEAP Spec. Version	13, 15, 18
Hard disk size	32,000 KB
Maximum memory use	6,500 KB
Maximum number of threads	25
Maximum number of file descriptions	15
Maximum number of sockets	12

© CANON INC.